Interpersonal Communication Patterns of Caregivers in Increasing the Self-Confidence of Foster Children at Al-Jam'iyatul Washliyah Orphanage

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ABSTRACT

The orphanage has a large number of foster children of different ages. The orphanage strives to provide good care and upbringing for all the children in the orphanage. The residents of the orphanage are filled with children with an age range of 10-17 years. One form of activity in increasing self-confidence is the lecture method. This lecture activity itself is a forum for children to train self-confidence, and hone knowledge about Islam at the Al-Jam'iyatul Washliyah Orphanage. The purpose of this study was to determine the interpersonal communication patterns of caregivers in increasing the confidence of foster children at the Al-Jam'iyatul Washliyah Komad II Orphanage. The research method used is qualitative research method. Data collection techniques using interviews and documentation. The research informants in this study were caregivers of children at the Al-Jam'iyatul Washliyah Komad II Orphanage. The results of the study explain that the communication patterns carried out by caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage in increasing children's self-confidence are carried out by face to face methods which consist of several methods, such as linear methods, namely by conducting lectures at every magrib or at certain times which contain motivation and support to children to increase their self-confidence. Then other communication patterns are carried out by interactive methods, meaning that caregivers invite children who have low self-confidence to a room to share and create small groups in order to monitor and understand children's problems related to self-confidence.

keyword: communication patterns, interpersonal communication & confidence

1. INTRODUCTION

In general, communication patterns are the way a person/individual or group communicates and interacts with someone. Communication patterns are also a process of delivering messages from a communicator to a communicator to convey information even to changes in attitudes, opinions or behaviour directly or indirectly. Devito explains that communication patterns are forms or patterns of relationships between two or more people in the process of sending and receiving the right way so that the intended message can be understood (Gautama, 2020).

Communication patterns can be understood as the way an individual or group communicates. Communication patterns are a pattern of relationships formed from several elements that are interrelated and complement each other and aim to provide an overview of the communication process that is happening. Communication patterns are models of the communication process, so there will be several choices of patterns in communication. In communication patterns, feedback from message recipients will be obtained from a series of activities to convey messages from the communication process, this is what makes the communication pattern synonymous with the communication process.

In interpersonal communication, communication patterns are needed so that the communication and interaction process can run well and effectively. Personal communication is communication that occurs between humans and other humans or between one individual and another. This point of form in communication generally involves face-to-face or direct meetings. Interpersonal communication can also be said to be communication that occurs in everyday life with family, friends, colleagues, relatives and so on (Rahmi, 2021).

Parents also play an important role in providing motivation in the form of self-confidence to their children so that the activities they carry out go well, this is conveyed through communication (Hardiyanto, 2017). Likewise, when educating or caring for children, interpersonal communication patterns are needed, especially for children in orphanages. This is because children who are in orphanages are children who have different characters with different reasons or problems so that they are in orphanages. Usually the level of self-confidence of children in orphanages is different from children who are educated by parents. The absence of assistance from parents, never seeing parents or abandoned children who were abandoned by their parents have a low level of self-confidence. Therefore, the interpersonal communication of caregivers in orphanages must be better so that children who are in orphanages do not feel different from children in general.

This is in line with the results of research conducted by (Asnita & Syawaluddin, 2023) which explains that the communication pattern between caregivers towards foster children in increasing the self-confidence of foster children in orphanages runs well and the interaction between caregivers and foster children is also good.

Caregiver communication is dominated by caregivers as communicators. When communicating, foster children provide feedback on what is conveyed by the caregiver. Caregiver communication between foster children when carried out with interpersonal communication is considered the most effective in terms of efforts to change attitudes, opinions or behaviour of someone, namely foster children. Group communication between caregivers and foster children gathered together in the form of a group. in group communication carried out by caregivers towards foster children has the same goal as providing learning motivation to foster children.

Al-Jam'iyatul Washliyah Komad II Orphanage is one of the orphanages that has quite a lot of foster children with different ages of children. This orphanage always tries to provide good care and education for all children in the orphanage. The residents of the orphanage are filled with children with an age range of 10-17 years. One form of activity in increasing self-confidence is the lecture method. This lecture activity itself is a forum for children to practice self-confidence, and hone their knowledge of Islam.

However, even though foster children often listen to lectures in order to increase religious-based self-confidence, there are still some children who still do not have self-confidence, be it in terms of socialization, education, physical and mental or attitudes and behaviour. This is because many children feel different and do not feel confident because they do not have parents. For this reason, in addition to the lecture method, the role of caregivers in interpersonal communication to increase the self-confidence of foster children is necessary and important.

Based on observations made by researchers at the Al-Jam'iyatul Washliyah Komad II Orphanage, foster children do not feel confident because they do not have a father and mother.Although caregivers provide motivation to children, the presence and participation of parents is indeed very much needed for children at the orphanage.Motivation Some children do not know who their parents are, some children are abandoned by their parents so that their self-confidence decreases because they feel different from other children who have parents and live with their parents. Motivation is the most important indicator that can be manifested in the form of positive advice messages and can support the improvement of good things in life (Hardiyanto et al., 2021).

Based on this description, the researcher is interested in conducting research on interpersonal communication patterns carried out by caregivers in increasing the self-confidence of foster children at the Al-Jam'iyatul Washliyah Orphanage'.

2. LITERATURE REVIEW

2.1 Communication Patterns

Based on Kamu Besar Bahasa Indonesia, a communication pattern is an arrangement that consists or a choice based on its function, the individuals that support it form a unified whole. Each individual in the system is interdependent and mutually determining. Communication patterns are defined as forms or patterns of relationships between two or more people in the process of sending and receiving the right way so that the intended message can be understood (Lumentut et al., 2017).

Djamarah explained that communication patterns are defined as a form or pattern of relationship between two or more people in the process of sending and receiving the right way so that the intended message can be understood. The dimensions of communication patterns consist of two kinds, namely concept-oriented patterns and social-oriented patterns that have different directions of relationship (Sentosa, 2015).

Tubbs and Moss say that 'communication patterns or relationships can be characterised by complementarity or symmetry. In complementary relationships one form of dominant behaviour from one participant elicits submissive and other behaviour. In symmetry, the degree to which people interact on the basis of similarity. Dominance meets dominance or compliance meets compliance (Sentosa, 2015).

2.2 Interpersonal Communication

In general, interpersonal communication can be defined as the process of communicating to others that is spontaneous and often occurs in an activity involving two or more participants and emotions in the conversation or communication (Rahmi, 2021).

2.3 Self-Confidence

Self-confidence is an attitude in a person who can accept reality, can develop self-awareness, think positively, have independence, have the ability to have and achieve everything they want. Self-confidence is one of the important aspects of personality in a person. Self-confidence is a very valuable attribute in a person in social life, without self-confidence it will cause many problems in a person. This is because with self-confidence a person is able to actualise all his potential (Asnita & Syawaluddin, 2023).

3. RESEARCH METHODS

The type of research used by researchers is qualitative research. Monique Henink explained that qualitative research is an approach that allows researchers to observe experiences in detail using specific methods such as in-depth interviews, Focus Group Discussions (FGDs), observation, content analysis, virtual methods, and life histories or biographies. Qualitative research allows researchers to identify issues from the researcher's perspective, as well as understand the meaning and interpretation of behaviour, events or objects.

In practice, qualitative research examines natural settings so that it can identify how behaviour is experienced in the context of life, such as social, economic, cultural, and psychological contexts. In other words, qualitative research interprets a phenomenon (Gatot & Cv, 2020).

The reason researchers take qualitative research in conducting their research research is because by using qualitative research methods, it can answer research questions by conducting in-depth observations and interviews with people related to the communication patterns of caregivers' interpersonal communication in increasing the confidence of foster children at the Al-Jam'iyatul Washliyah Komad Komad II.

The research time was conducted from August 2023 to March 2024. The location in this research is the Al-Jam'iyatul Washliyah Komad II Orphanage Foundation which is located on Ismaliyah Street No.82 Medan Area, North Sumatra.

4. RESULTS AND DISCUSSION
4.1 Results

Al Jam'iyatul Washliyah Komad II Orphanage is one of the oldest orphanages in Medan City which was established on 26 May 1935. The background of the establishment of this Orphanage is based on the large number of orphans, poor and abandoned children as victims of the Dutch and Japanese colonial period. Al Jam'iyatul Washliyah as one of the community organisations that had been established at that time in one of its goals was to practice the command of Allah as stated in the holy book of the Qur'an letter Al-Ma'un which obliges Muslims and Muslim women to care for, support orphans and the poor. In the beginning, the Orphanage only collected and supported foster children, who then also thought about education as a provision to prepare for the child's future.

Washliyah Komad II

In educating children at the Al-Jam'iyatul Washliyah Orphanage, caregivers use communication patterns in order to increase the self-confidence of children at the Orphanage. Based on the results of interviews conducted by the first informant of the study, namely Mr. Muhammad Fadli, which was conducted on November 29, 2023 at 10.00 WIB, explaining that the communication pattern carried out by embracing children in the orphanage.

"Self-confidence is sometimes the children of the new school year. Those who are often inferior are children who have just entered. So that's how the administrators convince them. For example, we administrators tell the old children to get closer to the new children, embrace them. So the new kids don't feel inferior. And don't disturb them"

Based on the results of interviews conducted by the second informant of the study, namely Mr. Dedi Darwin, which was conducted on November 29, 2023 at 11.00 WIB, explaining that the communication pattern carried out is direct and unidirectional. This means that communication is carried out face to face with caregivers who invite children to tell problems that cause low self-confidence or with the lecture method.

"The form of communication that we do is direct communication. Sometimes it is done face to face, and sometimes it is combined. I mean here when the lecture is like that. Face to face, usually the communication is more intense, for example asking what causes them to lack confidence, why, and then we provide solutions. If the lecture is more general, words and sentences of encouragement."

The same thing was also expressed by the third informant of the research, Mr. Syahdan Nizar, conducted on November 30, 2023 at 10.00 WIB Explaining that the communication pattern carried out is direct in nature by means of a sharing process or lecture and speech methods.

"Here all caregivers use direct communication to communicate with children. Direct communication can be face to face or in the da'wah method, lectures"

Based on the results of interviews from the three research informants, it can be concluded that the communication patterns carried out by caregivers at the Al-Jam'iyatul Washliyah Orphanage Komad II Medan are unidirectional and combined communication patterns where unidirectional communication patterns are carried out using the lecture method and combined communication patterns are carried out in the form of personal sharing or group sharing in order to increase children's self-confidence.

The caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage use more direct communication than using the media. This is done so that the delivery of messages delivered is more effective and well received by children. Based on the results of interviews conducted by the first informant of the study, Mr. Muhammad Fadli, conducted on November 29, 2023 at 10.00 WIB, explained that communication is carried out directly at certain times and is carried out regularly, for example during maghrib, team forums and others.

"In providing motivation, we usually gather all the children at maghrib time, then provide the motivation to remain confident. Initially we ask them about their personal problems. It can be done privately or when gathered or openly. This is done once a week in the prayer room or in the dining room. Sometimes we also conduct communication and motivation based on the group or team of children who have been divided. So for example if children's problems arise because of fellow teams, we will call the team leader to ask what happened

then later provide direction and motivation. Sometimes we also see a child who looks gloomy or silent, then call and ask the child."

Based on the results of interviews conducted by the second informant of the study, Mr. Dedi Darwin, conducted on November 29, 2023 at 11.00 WIB, explained that communication is direct and carried out intensely by always providing motivational words and good affirmations in order to increase children's self-confidence.

"We have never used the media. We are more into direct communication. But yes, some are more intense, just the two of us or in general with the lecture method. In addition to lectures, after finishing prayers, sometimes we also do affirmation words to children to build their enthusiasm and self-confidence."

The same thing was also expressed by the third informant of the research, Mr. Syahdan Nizar, conducted on November 30, 2023 at 10.00 WIB Explaining that until now communication has been carried out face to face with children.

"For children who have problems such as low self-confidence, usually the face to face communication that we do is by inviting the child to a room and inviting him to share so that we know what causes it to happen."

"Never in the media. We just communicate directly.But yes, some are more intense, just the two of us or in general with the lecture method.In addition to lectures, after finishing prayers, sometimes we also do affirmation words to the children to build their enthusiasm and self-confidence."

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Based on the results of interviews from the three research informants, it can be concluded that the communication carried out by caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage is direct communication either by using face-to-face methods or lecture methods or team/group sharing.

To increase children's self-confidence at the Al-Jam'iyatul Washliyah Komad II Orphanage, there are several face to face methods carried out by caregivers. Based on the results of interviews conducted by the first informant of the study, namely Mr. Muhammad Fadli, which was conducted on November 29, 2023 at 10.00 WIB, he explained that the first informant was Mr. Muhammad Fadli, conducted on November 29, 2023 at 10.00 WIB explained that the face to face method is more about inviting students who have low self-confidence problems to a closed room and then inviting students to reveal what causes this to happen.

"Usually the form of communication is calling personally, direct communication (face to face), sometimes also when lecturing, giving speeches.

Then in order to increase their self-confidence, we make three tasks so that they are more confident, such as three tasks for speeches, lectures and others."

Based on the results of interviews conducted by the second informant of the study, Mr. Dedi Darwin, conducted on November 29, 2023 at 11.00 WIB, explained that the face to face method is carried out by sharing either personally or in groups.

"For the sharing method here there are several methods. For example, if we see a child who looks gloomy and silent, we immediately call him into a closed room and ask what is going on. Secondly, from the lecture or speech training that we give to the children. For example, if there are children who are not brave or confident or shy, then after the activity we will call them and ask what makes them not confident and then provide motivation and guidance. And finally, we ask the team leader if there are any children who have problems or lack confidence and then call them or sharing"

The same thing was also expressed by the third informant of the research, Mr. Syahdan Nizar, conducted on November 30, 2023 at 10.00 WIB, explaining that the face-to-face method is carried out in a closed room and carried out personally.

"For children who have problems such as low self-confidence, usually the face to face communication that we do is by inviting the child to a room and inviting him to share so that we know what causes it to happen."

Based on the results of interviews from the three research informants, it can be concluded that the face to face communication method carried out by child caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage is carried out by inviting children to a closed room, whether it is done personally or in groups.

Apart from communicating face to face, caregivers also make other efforts to increase children's self-confidence at the Al-Jam'iyatul Washliyah Komad II Orphanage.Based on the results of interviews conducted by the first informant of the study, Mr. Muhammad Fadli, which was conducted on November 29, 2023 at 10.00 WIB, explained that the efforts made were to monitor children who seemed to show their insecurity, then invite the child to a closed room and start inviting the child to share to find out the problems he was facing so that the child's self-confidence could be improved. then invites the child to a closed room and begins to invite the child to share to find out the problems he is facing that reduce his self-confidence.

"So there are children who are not confident, we call them to the room and we ask what their problems are, it can be personal or general. Or internal and external, then we will try to provide solutions for these children."

Based on the results of interviews conducted by the second informant of the study, Mr. Dedi Darwin, conducted on November 29, 2023 at 11.00 WIB, explained that there are several other efforts made by caregivers, such as providing direct motivation every day, monitoring the development and personality of children and so on.

"The efforts we make are many, and tend to vary from caregiver to caregiver. For example, there are those who always provide positive motivation to children, there are also those who always guide children regularly, monitored extra, and there are also those who often provide training and invite children to participate in many competitions, extracurricular activities and so on."

The same thing was also expressed by the third informant of the research, Mr. Syahdan Nizar, conducted on November 30, 2023 at 10.00 WIB, explaining that another effort made was to never stop providing a support system for children, be it with actions, words, or words. Based on the results of interviews from the three research informants, it can be concluded that other efforts made by child caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage in increasing children's self-confidence are to monitor children's development regularly, always provide motivation and words of affirmation at any time when doing lectures, and invite students to do many extracurricular activities and competitions.

In addition, in order to monitor the development of children's self-confidence at the Al-Jam'iyatul Washliyah Komad II Orphanage, caregivers also form squads or groups consisting of several students in order to better monitor children's development. Based on the results of interviews from the three research informants, it can be concluded that other efforts made by caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage in increasing children's self-confidence are to monitor children's development regularly, always provide motivation and words of affirmation every time when doing lectures, and invite students to do a lot of extracurricular activities and competitions.

In addition, in order to monitor the development of children's self-confidence at the Al-Jam'iyatul Washliyah Komad II Orphanage, caregivers also form squads or groups consisting of several students in order to better monitor children's development. Based on the results of interviews conducted by the first informant of the study, namely Mr. Muhammad Fadli, which was conducted on November 29, 2023 at 10.00 WIB, it was explained that the caregivers did load the group / team to the children.

The goal is to be able to monitor children more intensely. So in addition to monitoring personally, caregivers also monitor from the team and can ask the team leader.

"There is indeed a group or team that we have created for the children here. So this makes it easier to see the child's development. So besides seeing the development personally, we can also see from the team, how this child is"

Based on the results of interviews conducted by the second informant of the research, namely Mr. Dedi Darwin, which was conducted on November 29, 2023 at p.m explained that the Al-Jam'iyatul Washliyah Komad II Orphanage does form teams and elect team leaders to help monitor children's development.

"Indeed, every child here has a group or team.

Now sometimes as we have said, we call the team leader and ask if there are problems from each team member, then gather each team in the room to conduct a sharing session."

The same thing was also expressed by the third informant of the research, Mr. Syahdan Nizar, conducted on November 30, 2023 at 10.00 WIB, explaining that each child has indeed been formed per team. One team consists of several people and is headed by the head of the team who will report all forms of development, problems or matters related to children.

"For group sessions, in this orphanage area, each child has a team. Each team consists of several children and one team leader. So we can monitor them better. For example, from sharing activities. Apart from calling the children individually, we also do group sharing."

Based on the results of interviews from the three research informants, it can be concluded that the caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage do indeed create teams for children at the Orphanage. One team consists of several children and is headed by the head of the team. In monitoring development and improving Based on the results of interviews from the three research informants, it can be concluded that the caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage do create teams for the children at the Orphanage. One team consists of several children and is headed by the head of the team.

In monitoring development and increasing children's self-confidence, caregivers also ask the team leader to find out the child's problems. This is very helpful because they can focus more on supervising children and know what efforts will be made to increase children's self-confidence.

4.2 Discussion

Communication patterns are the way a person/individual or group communicates and interacts with someone. Communication patterns are also a process of delivering messages from a communicator to a communicator to convey information even to changes in attitudes, opinions or behavior directly or indirectly.

In caring for children in orphanages, communication patterns play an important role in the care process, especially in increasing children's self-confidence. Based on the results of interviews that have been conducted with caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage, communication patterns are carried out by caregivers to provide motivation and enthusiasm to children so that children understand and are motivated to be more confident.

Djamarah explained that communication patterns are defined as a form or pattern of relationship between two or more people in the process of sending and receiving the right way so that the intended message can be understood. The dimensions of communication patterns consist of two kinds, namely concept-oriented patterns and social-oriented patterns that have different directions of relationship (Sentosa, 2015).

The communication patterns carried out by the fathers at the Al-Jam'iyatul Washliyah Komad II Orphanage also consist of two models, namely unidirectional and combined communication where unidirectional communication patterns are carried out using the lecture method and combined communication patterns are carried out in the form of personal sharing or group sharing in order to increase children's self-confidence.

There are several types of communication patterns. These include:1) One-way communication patterns are the process of delivering messages from communicators to communicators either using media or without media and without any feedback from communicants.So here the communicant is only a listening party.

2) Two-way communication patterns are reciprocal communication patterns in which communicators and communicants exchange functions and undergo their functions in turn. 3) The multi-directional communication pattern is a communication process that occurs in one group where communicators and communicants exchange ideas dialogically (Effendy, 2017).

This is in line with the opinion expressed by Wood in (Arviana, 2023) which explains that interactive model communication is a process when listeners respond to a message. The interactive model also allows communicators to interpret messages through personal experience. The more experience the motivator has, the deeper the communicators can understand each other.

So that the communication patterns of caregivers at Al-Jam'iyatul Washliy Orphanage then the caregivers also create a group or team consisting of several children with one team leader. This is done so that the caregivers will be more intense when conducting sharing sessions. The caregivers can also ask the team leader if the children are less open with their problems, so that the communication pattern in encouraging and motivating children can be done more optimally.

Communication patterns are also synonymous with interpersonal communication.The reason is because communication patterns can run effectively when using interpersonal communication.Based on the results of interviews with research informants, interpersonal communication carried out by caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage is carried out using direct communication face to face or unidirectional communication such as the lecture method, and sharing groups.

Little Jhon who gives the opinion that interpersonal communication is communication between individuals involving face-to-face interaction between two or more people, where the sender can convey the message directly and the recipient of the message can receive and can reach the message directly (Sari, 2017).

Talking about the self-confidence of children at Al-Jam'iyatul Washliyah Orphanage, it can be seen that some children have a low level of self-confidence. This is due to the lack of guidance and direction from guardians or parents, low understanding of education and lack of social interaction with others. This is what causes the children's self-confidence to be low, which has an impact on interactions at the Orphanage as well as in the learning and education of the Orphanage children.

There are several factors that affect the level of children's self-confidence, including:

family environment, namely the family situation is the first and main living environment in the life of every human being, the environment greatly influences the initial formation of self-confidence in a person (Asnita & Syawaluddin, 2023).This self-confidence is a person's belief in all aspects of the advantages that exist in him and are manifested in daily behavior and formal education, namely school can be said to be the second environment for children, where school is the most instrumental environment for children after the family environment at home. Schools provide space for children to express their self-confidence to their peers.

5 CONCLUSION

Based on the results of the research described in the previous chapter, the conclusion of this study is that the communication patterns carried out by caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage in increasing children's self-confidence are carried out by face to face methods which consist of several methods, such as linear methods, namely by conducting lectures at every magrib or at certain times which contain motivation and support to children to increase their self-confidence. Then other communication patterns are

carried out by interactive methods, meaning that caregivers invite children who have low self-confidence to a room to share and create small groups in order to monitor and understand children's problems related to self-confidence. The efforts made by caregivers at the Al-Jam'iyatul Washliyah Komad II Orphanage in increasing children's self-confidence are by providing motivation, words of affirmation and making extracurricular activities such as soccer, lectures, speeches and so on and including children in competitions provided from the Foundation or external parties in order to increase children's self-confidence.

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